

Frans Mattsson

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EDUCATION

Åbo Akademi University,

Bachelor of Science

Turku, Finland

Graduation: 2024

- **Major:** Computer Science **Minors:** Economics, Mathematics

WORK EXPERIENCE

Vakka-Suomen Puhelin Oy

Customer Service Representative

Turku, Finland

September 2024 – Present

- Provided exceptional customer service for a banking/financial company, handling complex account inquiries and financial transaction
- Achieved highest revenue generation within customer service team during first month of employment
- Learned and maintained knowledge of financial regulations and company policies to provide accurate and compliant information to customers.

Aarre Avustajat Oy

Personal assistant

Turku, Finland

September 2023 – August 2024

- Provided personalized support to clients, understanding their unique needs and preferences to ensure high-quality service.
- Fostered strong and positive relationships with clients.

Avarn Security Oy

HSE Security Guard

Turku, Finland

June 2022 – September 2022

- Handled problem situation calmly and orderly
- Identified and mitigated health, safety, and environmental risks in hazardous workplaces

Sector Alarm Oy

Direct Sales Representative

Helsinki, Finland

March 2021 – May 2021

- Acquired the most sales leads in the regional branch during first week of employment
- Successfully made sales presentations and closed sales

EXTRACURRICULAR ACTIVITIES

Finnish Defense Forces

Conscript – Medical Non-Commissioned Officer

Dragövik, Finland

June 2019 – June 2020

- Received extensive leadership and first aid training. Provided combat and medical instruction to new recruits
- Led group during demanding multi-day combat exercises, developing ability to perform under stress and adverse conditions

Infå vid Åbo Akademi r.f.

Subject Association – Vice President

Turku, Finland

Jan 2022 – Dec 2022

- Planned and led board meetings, organized events, supported members in various roles including marketing and budgeting

LANGUAGES, TECHNICAL SKILLS & INTERESTS

Languages: Finnish (native), Swedish (native), English (fluent), German (basics)

Technical Skills: Python (Intermediate), Java (Intermediate), SQL (beginner), AWS (beginner), Docker (beginner),

Interests: Long distance running, Bodybuilding, Finance, Biohacking